

DEPARTMENT OF DEFENSE
HEADQUARTERS, UNITED STATES MILITARY ENTRANCE PROCESSING COMMAND
2500 GREEN BAY ROAD, NORTH CHICAGO, ILLINOIS 60064-3094

USMEPCOM Memorandum
No. 420-1

23 October 1992

Facilities Engineering
REPAIR, MAINTENANCE, AND ALTERATION PROCEDURES FOR BUILDING 3400

Summary. This memorandum defines the procedures for requesting repairs, maintenance, or alterations within building 3400.

Impact on New Manning System. This memorandum does not contain information that affects the New Manning System.

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1. Purpose

The purpose of this memorandum is to define the procedures for the staff of Headquarters, United States Military Entrance Processing Command (HQ USMEPCOM) to request repairs, maintenance and/or alterations (RMA) to their sections, or deficiencies with the janitorial service within building 3400. The proponent for all RMA requests is the Engineering Branch of the Architecture and Engineering Division, Facilities Directorate. This requirement is based on the dissolution of the Headquarters Commandant Office and the Facilities Directorate absorbing the Commandant's facility responsibilities.

2. References

Public Works Center (PWC) Customer Guide is a related publication.

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3. Explanation of terms

Abbreviations and special terms used in this memorandum are explained in the glossary.

4. Responsibilities

a. Commander, United States Military Entrance Processing Command (USMEPCOM), approves and controls the facility engineering program by programming, funding, and supporting repairs, maintenance and alterations to meet operational needs.

b. Director, Facilities, as the proponent for facility engineering plans and execution, establishes processes to accomplish repairs, maintenance, alterations and space assignments for facility projects.

c. Chief, Architecture and Engineering Division, as the command engineer, validates and/or recommends all RMA project submittals.

d. Chief, Engineering Branch, Architecture and Engineering Division, Facilities Directorate, receives, coordinates, processes, monitors, and is the liaison with the Public Works Center and the Naval Training Center (NTC) building manager for all RMA requests pertaining to HQ USMEPCOM in building 3400.

e. Chief, Real Estate and Budget Division, Facilities Directorate, as the command realty officer, validates space needs and allocates the assignment of space to organizations within the Headquarters.

f. Directors and Special Staff Section officers will direct all facility RMA requests within building 3400 to Facilities Directorate, ATTN: Engineering Branch, and designate a point of contact within their Directorate or Special Staff Section for facility issues.

g. NTC building 3400 manager provides general maintenance support to the tenants in building 3400 and responds to requests for service from the USMEPCOM building manager.

5. Types of services

a. Emergency Service Authorization (ESA) - for repairs and maintenance from PWC requiring less than 6 man-hours of labor. Examples of ESA'S include hanging pictures and duplication of keys. There are two types of ESA's, which are billed by PWC at the different rate for the type of each ESA. Work requests are called into the PWC trouble desk.

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(1) Service ESA - small "fix it" type jobs. Average time to complete a service call is up to 7 days.

(2) Emergency ESA - work required to prevent loss or damage to Government property, restore essential services or eliminate safety hazards. Normally accomplished in 1 to 2 days.

b. Minor - for repairs and maintenance from PWC for 16 to 80 man-hours of labor. Work requests are submitted through the Activity Civil Engineer (ACE) officer to PWC.

c. Specific - for repairs, maintenance, or alterations requiring over 80 man-hours of labor. Work requests submitted through the ACE officer to PWC.

d. Maintenance Support Agreement (MSA) - a cyclical maintenance contract primarily for equipment which supports the Joint Computer Center (JCC).

e. General Maintenance and Repair (M/R) - an interservice support agreement with NTC for M/R within building 3400. Covers items such as roof leaks and clogged commodes.

6. Procedures for RMA requests

a. All requests for RMA will be directed to the Engineering branch, Facility Directorate. The Engineering Branch personnel are the only designated representatives authorized to call in work requests to the PWC trouble desk and ACE officer or the local building manager. The exceptions to this are the Director, JCC and the HQ USMEPCOM Staff Duty Officer/Noncommissioned Officer (SDO/SDNCO). Details for the exceptions are in paragraph b(2) below. The Director, JCC will submit a memorandum to Facilities yearly naming those individuals authorized to call the PWC trouble desk.

b. Emergency Work Requests.

(1) During normal duty hours, emergency work requests may be made by telephone or in person to the Engineering Branch. The primary point of contact (USMEPCOM building manager) and alternates for all facility RMA requests are listed in paragraph 5. The USMEPCOM building manager will determine whether PWC or the local building manager is responsible for the repair and take the required action.

(2) During off-duty hours, the USMEPCOM SDO/SDNCO will be notified in the event of a building emergency. The SDO/SDNCO will follow the instructions outlined at appendix K, Building

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Emergencies, of the Staff Duty Book. If the emergency affects the JCC, the Director, JCC, or designated representative, will evaluate the situation and call the NTC trouble desk as required. The SDO/SDNCO will notify the USMEPCOM building manager the first duty day following the incident and provide the PWC work order number and number of hours the PWC employees worked. The Director, JCC, or designated representative, will maintain a log of all PWC work order numbers and hours, and will provide a copy of the log to the Engineering Branch on a weekly basis.

c. All other RMA requests will be forwarded to the Engineering Branch, Facilities Directorate as a work request memorandum. A sample of the work request is at appendix A.

d. Emergency work requests will be processed with the PWC trouble desk within 2 hours of validation by the engineering branch. Non-emergency RMA requests between \$1,000 - \$25,000 will be validated, prioritized and funded according to justification and availability of funds. RMA requests over \$25,000 will be validated, added to the Command Annual Work Plan, and funded in the priority established by the Executive Steering Committee.

e. The Engineering Branch will track all RMA requests. Director of Facilities will provide the staff a status report of all RMA projects monthly.

7. Procedures for space requests

a. All requests for additional office space within a directorate will be forwarded to the Facilities Directorate, ATTN: Real Estate Division, using the work request format at appendix A.

b. The Real Estate Division will review all space requests and take the appropriate action. Approved space requests which require structural modifications to the building will be completed in accordance with paragraph 6d.

8. Points of Contact

The USMEPCOM building manager is located in the Facility Directorate, north end, third floor, building 3400. Telephone numbers for the USMEPCOM building manager and designated alternates are:

Mr. Warnock : 688-5532/4453 (USMEPCOM building manager)
Mr. Mikell : " " (USMEPCOM alternate building manager)
Captain Hurst : 688-5532/4453 (Chief Engineer Branch, alternate)

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(MEPCF)

FOR THE COMMANDER:

OFFICIAL:

RICHARD W. SMITH
Colonel, GS
Chief of Staff



WILLIAM J. CHANTELAU
Colonel, GS
Director, Information Management

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Appendix A
Sample Work Request

FOR: Facilities, HQ USMEPCOM
ATTN: MEPCF Engineering Branch

Date of Request _____

FROM: _____ Directorate POC: _____

1. a. Problem: (Describe in detail and provide location) _____

b. Recommended Solution: _____

2. Justification for Repair/Project (Explain if not in 1.a.)

_____ Safety/Fire Hazard	_____ Efficiency Improvement
_____ Mission Stopper	_____ Quality of Life (Aesthetics)
_____ Operationally Required	_____ Other

Director/Deputy Director's Signature _____

3. Facilities HQ USMEPCOM Use:

Date Received: _____	MIPR Number: _____
Project Number: _____	Date Completed: _____
Estimated Cost: _____	Project Manager: _____
Approved/disapproved: _____	
Date Approved: _____	
Coordination: Architecture _____	Real Estate _____
Project Management _____	

Initial Project Status: _____

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Glossary

Abbreviations

ACE

Activity Civil Engineer

ESA

Emergency Service Authorization

HQ USMEPCOM

Headquarters, United States Military Entrance Processing Command

JCC

Joint Computer Center

MIPR

Military Interdepartmental Purchase Request

M/R

Maintenance and Repair

MSA

Maintenance Support Agreement

NTC

Naval Training Center

PWC

Public Works Center

RMA

Repair, Maintenance, and Alteration

SDO/SDNCO

Staff Duty Officer/Staff Duty Noncommissioned Officer

USMEPCOM

United States Military Entrance Processing Command